



# higher education & training

Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

T1360(E)(N21)T  
**NOVEMBER EXAMINATION**

NATIONAL CERTIFICATE

**SUPERVISORY MANAGEMENT N6**

(4110526)

**21 November 2016 (X-Paper)**

**09:00–12:00**

**This question paper consists of 4 pages.**

**DEPARTMENT OF HIGHER EDUCATION AND TRAINING**  
**REPUBLIC OF SOUTH AFRICA**  
NATIONAL CERTIFICATE  
SUPERVISORY MANAGEMENT N6  
TIME: 3 HOURS  
MARKS: 100

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**INSTRUCTIONS AND INFORMATION**

1. Answer ALL the questions.
  2. Read ALL the questions carefully.
  3. Number the answers according to the numbering system used in this question paper.
  4. Write neatly and legibly.
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**QUESTION 1: LEADERSHIP MODELS**

1.1 Delegation is the process through which a manager assigns a portion of his total workload to others.

Name the SIX principles that can be applied to improve delegation. (6)

1.2 Explain the responsibility that a supervisor has with regard to QUALITY in the workplace. (4)

[10]

**QUESTION 2: LABOUR RELATIONS**

2.1 State the purpose of the Skills Development Act 97 of 1998 as amended. (9)

2.2 One way of dealing with the complicated task of handling strikes, is to develop contingency plans.

Discuss the objectives of a contingency plan. (6)

[15]

**QUESTION 3: PERSONNEL CARE**

Explain the thought processes that an employee with an emotional disturbance can experience, that will enhance his/her feelings.

Refer in your answer to the employee's perspective regarding his/her self-esteem. [20]

**QUESTION 4: GROUP DYNAMICS**

Discuss the advantages of informal groups. [8]

**QUESTION 5: CONFLICT**

Listening is an important technique when dealing with conflict.

Discuss this statement by referring to listening skills. [8]

**QUESTION 6: PROBLEM SOLVING AND DECISION MAKING**

Discuss the Seven Habits of Highly Effective People by Stephen R Covey. [10]

**QUESTION 7: PERFORMANCE APPRAISAL**

Employee appraisal is an essential part of effective management. Most managers freely admit that it is not easy to judge a subordinate's performance accurately.

Name and describe FIVE problems encountered in performance appraisal. (5 × 3) [15]

**QUESTION 8: OCCUPATIONAL HEALTH AND SAFETY**

Name SEVEN areas (items) that need inspection during the control of the fire prevention system and explain what you would look for in each area (item). [14]

**TOTAL: 100**

